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Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Washington, D.C. 20554

July 16, 2004

Control No. 0401962

The Honorable Peter Visclosky  
U. S. House of Representatives  
2313 Rayburn House Office Building  
Washington, D.C. 20515

Dear Congressman Visclosky:

Thank you for your letter to Chairman Michael K. Powell of the Federal Communications Commission (Commission or FCC) on behalf of your constituent, Ms. Jennifer Kutcka, expressing her support for Video Relay Service (VRS). Your correspondence was forwarded to the Commission's Consumer & Governmental Affairs Bureau for handling.

Ms. Kutcka states that she was informed that the FCC is considering eliminating VRS. That is simply not true. There has been a fair amount of misinformation circulated regarding the status of VRS and I am pleased to take this opportunity to set the record straight. Indeed, two recently released Orders make clear that VRS is flourishing, and that we are continuing to raise and address new issues as provision of this important service evolves.

On June 30, 2004, the Commission released a Report and Order addressing various issues relating to the provision of VRS. We note in that Order, for example, that the use of VRS has increased from 211,529 minutes in June 2003, to 290,724 minutes in September 2003, to 381,783 minutes in December 2003, to 534,536 minutes in February 2004, and to 709,718 minutes in March 2004. We also issued a Further Notice of Proposed Rulemaking (FNPRM), in CG No. 03-123 (FCC 04-137), seeking comment on various matters concerning, *inter alia*, VRS. Specifically, with regard to VRS, the FNPRM seeks comment on the appropriate cost recovery methodology for VRS; whether the Commission can set forth a jurisdictional separation of costs for VRS; the treatment of VRS costs for reimbursement from the federal Interstate TRS Fund; whether VRS should become a mandatory form of Telecommunications Relay Services (TRS); whether VRS should be required to be offered 7 days a week, 24 hours a day; and whether a "speed of answer" rule should be applied to the provision of VRS. Enclosed is a copy of the Report & Order, Order on Reconsideration and Further Notice of Proposed Rule Making that was released by the Commission on June 30, 2004.

In addition, on June 30, 2004, the Consumer & Governmental Affairs Bureau released an Order approving, subject to adjustments, the per minute compensation rates proposed by the Interstate TRS Fund Administrator, the National Exchange Carrier Association (NECA), for providing all forms of TRS, including VRS. A copy of that Order (DA 04-1999) is also enclosed.

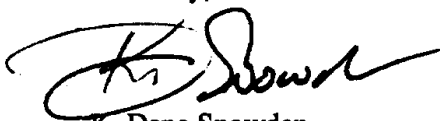
03-123 ✓  
98-67  
CGB

To the extent Ms. Kutcka has concerns about the provision of VRS, we encourage her to actively participate in proceedings before the Commission to ensure that her opinions are expressed and considered fully. The Commission has available an e-mail service designed to apprise consumers about developments at the Commission, to disseminate consumer information materials prepared by the Commission to a wide audience and to invite comments from other parties on Commission regulatory proposals. This free service enables consumers to subscribe and receive FCC fact sheets, consumer brochures and alerts, and public notices, among other consumer information. To subscribe, an individual should send an e-mail to [subscribe@info.fcc.gov](mailto:subscribe@info.fcc.gov) and, in either the subject line or the message insert: "subscribe fcc-consumer-info first name last name" (e.g., "subscribe fcc-consumer-info John Doe").

We also invite Ms. Kutcka to visit the Consumer & Governmental Affairs Bureau's Internet web site at <http://www.fcc.gov/cgb> or the Commission's Home Page located at <http://www.fcc.gov>.

We have placed a copy of Ms. Kutcka's correspondence in the public record for this proceeding. We appreciate your inquiry. Please do not hesitate to contact us if you have further questions.

Sincerely,

A handwritten signature in black ink, appearing to read "K. Dane Snowden", written over a horizontal line.

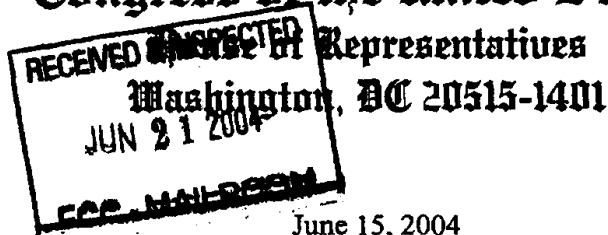
K. Dane Snowden  
Chief

Consumer & Governmental Affairs Bureau

Enclosures

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# Congress of the United States



June 15, 2004

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Mr. Michael K. Powell  
Chairman  
Federal Communications Commission  
445 12th Street Southwest  
Suite 8-B201  
Washington, D.C. 20554

Dear Chairman Powell:

I write on behalf of Ms. Jennifer Kutcka, a resident of Indiana's First Congressional District.

Ms. Kutcka has contacted me to express her support for the Video Relay Service technology. Enclosed, please find a copy of the correspondence I have received from Ms. Kutcka. I would appreciate you addressing her concerns.

Thank you in advance for your serious consideration of this matter. Do not hesitate to let me know if you have any questions or need additional information.

Sincerely,

Peter J. Visclosky  
Member of Congress

PJV:ba  
Enclosure

21 JUN 2004 RCUD

**DeVooght, Joe**

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**From:** PJV  
**Sent:** Monday, June 14, 2004 11:35 AM  
**To:** DeVooght, Joe  
**Subject:** FW: WriteRep Responses

>  
>-----  
>From: writerep  
>Sent: Monday, June 14, 2004 11:34:59 AM  
>To: PJV  
>Subject: WriteRep Responses  
>Auto forwarded by a Rule  
>

DATE: June 14, 2004 11:03 AM  
NAME: Jennifer Kutcka  
ADDR1: 3033 Franklin St.  
ADDR2:  
ADDR3:  
CITY: Highland  
STATE: Indiana  
ZIP: 46322  
PHONE:  
EMAIL: RubyJen5@aol.com  
msg:

Hi,

My name is Jennifer Kutcka and I am Deaf. I was informed that FCC is considering to eliminate VRS. I was surprised to hear about this because I thought this was a much easier communication around the United States because it is much quicker and faster in conversation load than using TTY. VRS is a part of our life and I have used it at work as an American Sign Language teacher and the students had an opportunity to participate and able to see the technology growing. I did not have the opportunity to use it at home because of the area has not establish the high technology cable and I would much appreciate if you would support to keep the VRS in Indiana and statewide. I have to mention that the West and East Coast already had a taste of the VRS for a quite while and now the Midwest are starting to get the hang of it and now it is being discussed to eliminate without having the opportunity to use the VRS full time.

Thank you,  
Jennifer Kutcka